



## “Welcome to the DMV Modernization Project!”

### *Introductory Note from the Project director, Rick Clelland*

Welcome to the first issue of the **DMV Modernization Project** Newsletter, dedicated to helping you understand the Modernization Project, its benefits, and how it will affect you.

Look for this newsletter to come out every two months with articles on different aspects of the project, including training plans, the new **DMV System**, and updates on an exciting change initiative called the Change Agent Network (CAN.) We'll have more on that later in this issue but first, I'd like to take a moment to clarify the goals for this newsletter and what you can expect to gain from reading it.

As director of the **DMV Modernization Project** it's thrilling to see how many people have taken an interest in the progress we've already made, and the changes we're preparing for. From the beginning we've made it a priority to make this information available to anyone who is interested.

As a team we are committed to helping people keep up with project news through many different avenues: the DMV Project website, email exchanges, and by attending various stakeholder meetings, just to name a few. This newsletter isn't meant to replace any of those sources of information. It's simply a supplement to the information

you already have access to. And while each source of information takes a different route, the overall purpose is the same: to inform.

Our plan for the newsletter is to accomplish that goal by delivering project news and updates from different perspectives. Each newsletter will feature a host of different voices: articles written by different project team members, updates from county treasurers and change agents, news from DMV Management, and even an occasional note from the Kansas Secretary of Revenue Joan Wagnon.

Thank you and please enjoy what we hope will be the first of many interesting and informative issues of the **DMV Modernization Project** Newsletter.

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## **Independent Analysis: On time, on scope, and on budget**

Results are in from the first independent audit of the DMV Modernization Project. Oversight firm Chicago Systems Group (CSG) gave the project high marks for being "on-schedule, on-scope, and operating within approved budgets."

The DMV Modernization Project brings together multiple teams and partner organizations

working to change the way driver services are administered throughout the state. A project of this magnitude requires several layers of planning and oversight. That's why the state has hired CSG to conduct these quarterly audits. Their goal is to ensure the project plan is being followed, and every aspect of the project is being managed in the

most efficient and effective way.

Project staff is proud to have received such a positive review, and we're committed to maintaining a standard of professionalism and efficiency throughout the project. The next audit is scheduled for April of 2010.



## The DMV Modernization Project

Presents

### “The DMV System”

For months we’ve been hearing from people across the state who want to know what the new system will be called.

Is it the Modernization System? (No.) The 3M MVS Solution? (No.) New VIPS? (No!) We are here to tell you the new system will now and forever more be referred to as:

### “The DMV System”

No it’s not incredibly creative or clever. But when you have as much confidence as we do in a product, a project, and the dedicated people working together to make it all a success, you don’t need a flashy title.

You just need it to work.

*And we truly believe it will.*

### The DMV System

Accurate. Efficient. Better.

**Coming: July 5<sup>th</sup>, 2011**

## Training Update: Skills Assessment Complete!

The DMV Modernization Project has taken an important step in training preparations for the new **DMV System**. The Training Team completed the skills assessment and started preliminary training for the Department of Revenue Titles & Registration associates.

Why does this matter? Because training on the new **DMV System** begins in January of 2011, and before then all users must have a clear understanding of Windows fundamentals. This knowledge will be the foundation on which all future **DMV System**

training will be built.

This first round of Windows Basics Training was a definite success and the training team is developing the next module in the series. They will offer Module 2 Windows Basics Training in March to T&R Associates.

In a separate but identical approach, the training team is also assessing the skill level of the Driver’s License, Driver Control and Driver Review units and will offer Module 1 Windows Basics Training in March.

Looking ahead, an important training tool we will be using is the Sandbox. This is a virtual representation of the new DMV System. This software will allow users to practice completing transactions with imaginary customers and imaginary vehicles. The beauty of the Sandbox experience is that there is no such thing as failing. It’s an opportunity to see what the system will and will not allow and if you mess up, you simply start over again. The project plan includes installing Sandbox onto computers in the Department of Revenue and county treasurers’ offices in January of 2011.

## Building to the Future

The DMV Modernization Project is bringing monumental change to Kansas with more accurate vehicle and driver records, faster customer service, and increased public safety.

Less paperwork will lead to less room for errors, and less time spent searching for documents. Instead of mailing stacks of paperwork to the state DMV office, counties will scan those documents into the system and then process the information right there. The records will automatically update in a secure database that the state and counties can access.

This real-time exchange of information will mean specialty transactions will no longer get stuck in hidden work-in-progress files, and the counties will no longer have to check for updates with a phone call to the state. It will all be right there in front of them.

The new DMV system will give Kansas law enforcement officers new tools with real-time access to vehicle and driver records and search capabilities they’ve never had before. A law enforcement officer in Haskell County will be able to run a partial license plate for a vehicle registered in Nemaha County and immediately issue a detailed Amber Alert with the vehicle’s specific identifying information.

As stakeholders it is the responsibility of each and every one of us to be a champion for this project by spreading the word about the dramatic improvements we expect to see, and creating a positive climate for the coming change.

Joan Wagnon  
*Kansas Secretary of Revenue*

# Conference Room Pilots and Initial Design Sessions

Rhonda Banks, Business Analyst

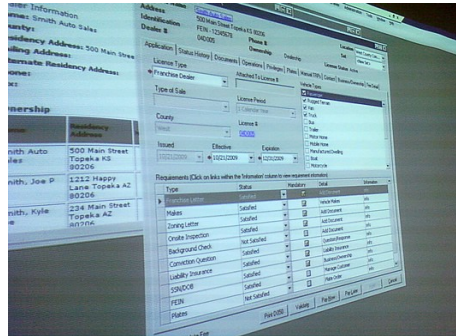
In going through the various phases of the project, *Conference Room Pilots* are kind of like show and tell! Participants at these sessions come from the various DMV Project teams and from our partners at local county treasurer's offices, fiscal management, and other related agencies.

The CRP's are our chance to see what the basic 3M system package has to offer in covering our requirements for motor vehicle and driver's license processes. Part of the procedure is also to determine if there are gaps between what the product offers and what KDOR needs to carry out its assigned duties.

(article continued below)

## CRPs covered the major functionality sections:

- **MOVRS** - Motor Vehicle Registration Solution (Titles and Registrations and county vehicle offices)
- **DRIVS** - Driver Record & Issuance Verification Solution (Driver's license offices including central office, Driver Control and Driver Review)
- **ATMM** - Accounting Transaction Money Manager (fee calculation, collection and distribution for *all* areas)
- **DLRS** - Dealer Licensing & Registration Solution



## DMVM Project Milestones

### August 2009

- DMV Modernization Project plan approved

### September 2009

- DMV Modernization Project kick-off session

### December 2009

- Newly re-designed DMV Modernization Project website launch

### January 2010

- Change Agent Network kick-off meeting
- New motor vehicle system branded as DMV System (Division of Motor Vehicles System - DMVS)

In our next project step, *Initial Design Sessions*, the 3M team and the DMV Project team participants go to the next level and dig deeper into the details behind each requirement. Mapping begins between the 3M system capabilities as we describe our system needs and start matching those to the existing applications within the new DMV System. Then we begin tackling the many questions about system functionality that have to do with specific examples (the "How do you do this?" questions) as well as transactions that are not a part of normal daily transactions

(the "what if" questions.) As this data is collected, we exchange information back and forth with our 3M partners. We all learn more about the other side of this project: 3M to KDOR and KDOR to 3M. These critical steps in the project plan happen in many different sessions and begin to involve the Subject Matter Experts (SME's) of each area. Each of these steps is necessary to ensure that when complete, the new DMV system has everything we need to operate efficiently, effectively, and with as smooth of a transition as possible.



# Change Agent Network Identified

The DMV Modernization Project Change Agent Network (CAN) is a group of people, known as Change Agents that will meet periodically to discuss project news and updates. These Change Agents are so important because it would be virtually impossible for everyone who will be affected by the **DMV Modernization Project** and the new **DMV System** to gather in one place at one time. The network allows representatives from each group to



come to the meeting and then take the information back to their peers and co-workers.

Change Agents will play an important role in helping project members keep all stakeholders involved, and making sure project members are aware of any concerns stakeholders have. Change Agents are the key to an information sharing process that will be vital to the project's overall success, because they represent a voice that comes from a source their peers know and already trust.

The first Change Agent Network Meeting took place on January 15<sup>th</sup>, in Topeka. It was a huge success with almost 100 people joining us to discuss the Change Agent roles and



responsibilities. The 2 hour meeting included an introduction by Secretary of Revenue Joan Wagnon, and presentations by project director Rick Clelland, project team members and Haskell County Change Agent Nancy Weeks. A demonstration of DMV Modernization website and the "sandbox" training environment followed.

## County Corner

*A note to Kansas County Treasurers and employees from Haskell County Treasurer, project steering committee member, and change agent Nancy Weeks.*

In 16 months the new **DMV System** will become a reality, and that means now is the time to prepare for a system that I truly believe will improve the way vehicle and driver services are administered by the state of Kansas and by each individual county.

Communication is the key to success so be watching, listening, and checking out the web site ([www.dmvproject.ks.gov](http://www.dmvproject.ks.gov)) to keep up on all that is happening as the project proceeds. I am excited about the possibilities of this new DMV System, including the wonderful training opportunities we will all have through a program known as "sandbox."

For those of you who are not familiar

with sandbox, you can read more about it in the training update on page 2 of this newsletter. By January of 2011 we hope to have this software loaded onto computers in each county office, and I cannot stress enough how crucial it is that you take advantage of the opportunity to "play" in the sandbox. Many of my fellow county treasurers, myself included, have already committed to allowing each of our employees one hour per day of "sandbox time" where they will reproduce the work they've already done at the counter.

We must get out of the VIPS mindset. This is not VIPS and will not work like VIPS. It's time to think outside of the box because the countdown has started. On July 5<sup>th</sup> of 2011 the switch will be flipped, the system will go live, and the way our operations run will change for the better. In order for this project to be

successful the state of Kansas, the counties, and all of our partner agencies must work together.

I know that in the past there have been lines drawn in the sand separating the counties from their counterparts at the Department of Revenue and other state agencies. That must end now if we expect to have any success implementing this wonderful new system. As a team I know we can do this and I am confident that in the end Kansas will have the best DMV System in the entire nation.

***You will love this new system!***

